

GS-318-06, Secretary

APHIS-PPQ-CPHST

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1. Travel Support Services
2. Telephone Calls, Visitor Management, and Scheduling
3. Procurement and Program Support Services
4. Working Relationships

Element 1

TRAVEL SUPPORT SERVICES

The Secretary is responsible for providing travel support services to the Director and Staff to meet the traveler's needs, in accordance with agency policies and procedures.

Alignment: This element supports the CPHST's management objective of providing high quality clerical, technical, and administrative support services to the staff, to facilitate the accomplishment of the CPHST mission

Performance standard – fully successful level

Evaluation is based on the supervisor's observations and review of work products, feedback from staff, and any audit or reviews. In almost all cases, the supervisor finds that:

- Travel authorizations are completed in accordance with APHIS procedures within 2 business days of assignment, with no more than 1 form out of 10 containing an error.
- Travel arrangements are made within 2 business days of assignment, or as otherwise requested, and submitted to traveler for approval.
- Itineraries are given to traveler no later than 5 days before travel, or as otherwise requested, with no more than 1 itinerary out of 10 containing an error.
- Travel vouchers are
 - prepared and submitted for signature within 2 business days of receipt from traveler, with no more than 1 voucher out of 10 containing an error.
 - processed for payment in accordance with NFC procedures within 2 days of approval
- A calendar of senior staff travel schedules is accurately maintained and updated, including indicates location when out of office, scheduled return time, and contact information. This information is obtained from the traveler prior to departure.

Element 2

TELEPHONE CALLS, VISITOR MANAGEMENT, AND SCHEDULING

The Secretary is responsible directing calls and visitors, taking messages, and scheduling meetings and appointments.

Alignment: This element supports the CPHST's management objective of providing high quality clerical, technical, and administrative support services to the staff, to facilitate the accomplishment of the CPHST mission

Performance standard – fully successful level

Evaluation is based on the supervisor's observations and review of work products, feedback from staff, and any audit or reviews. In almost all cases, the supervisor finds that:

Performance standard – fully successful level

- The office telephone directory is updated at least quarterly, or more frequently as new employees are hired.
- Telephone calls and visitors are directed to the appropriate person
- Phone messages including phone numbers are accurately recorded and recorded and delivered to the appropriate staff member, with no more than 1 out of 10 messages containing significant errors.
- The director's PDA is synchronized with secretary's computer at least once per day
- The Director's calendar is reviewed daily for changes; changes are confirmed with the Director.
- Arrangements for meetings and conference calls are completed and communicated to all parties at least 1 week before the meeting, or as otherwise requested, with no more than 1 out of 10 activities are scheduled late. This includes scheduling meeting space or conference calls, ensuring requested equipment is available, and soliciting agenda items as requested by senior staff, and completing and distributing the agenda

Element 3

PROCUREMENT AND PROGRAM SUPPORT SERVICES RESULTS

The Secretary is responsible for providing procurement and general program support services to the Director and Staff.

Alignment: This element supports the CPHST's management objective of providing high quality clerical, technical, and administrative support services to the staff, to facilitate the accomplishment of the CPHST mission

Performance standard – fully successful level

Evaluation is based on the supervisor's observations and review of work products, feedback from staff, and any audit or reviews. In almost all cases, the supervisor finds that:

- Office supply inventory. general office supplies are tracked monthly with the result that an adequate inventory is always on hand, and trips for supplies are minimized. Special requests for supplies are filled within 3 business days or as otherwise requested.
- The inventory of office cell phones and pagers is maintained accurately and up to date. Requests for new cell phone or pager service or equipment and changes in service are filled within 2 business days or as otherwise requested.
- Request for temporary business cards are completed with correct information within 1 business day. Orders for bulk business cards are completed accurately and submitted within 3 business days of request.
- PCMS records are submitted to the administrative officer for monthly review and signature on time. Any errors are immediately corrected.
- Prepares printed or electronic material, performs data entry or other typing. No more than 1 out of 10 tasks contains errors. Tasks are completed within requested time frames.
- A work log of assigned tasks is accurately maintained, including when work is received, from whom, task requirements and when needed.

Element 4

WORKING RELATIONSHIPS, TEAM WORK, AND COMMUNICATIONS

Performance standard – fully successful level

Evaluation is based on the supervisor's observations and review of work products, and feedback from staff and customers. In almost all cases, the supervisor finds that the Secretary:

- Maintains a polite and cooperative attitude with CPHST staff, visitors, cooperators and employees of other USDA and governmental agencies
- Consistently demonstrates fairness, cooperation and respect towards coworkers, supervisory personnel and all internal and external customers.
- Interacts with customers and co-workers to create a positive work environment that is productive and free from discrimination.
- Keeps Regional managers and supervisors up to date on work developments, problems, delays and accomplishments.
- Consults with senior staff and co-workers, as appropriate, to resolve any potential conflicts in work assignments and to clarify priorities for completing assigned tasks
- Completes mandatory and assigned training as requested.